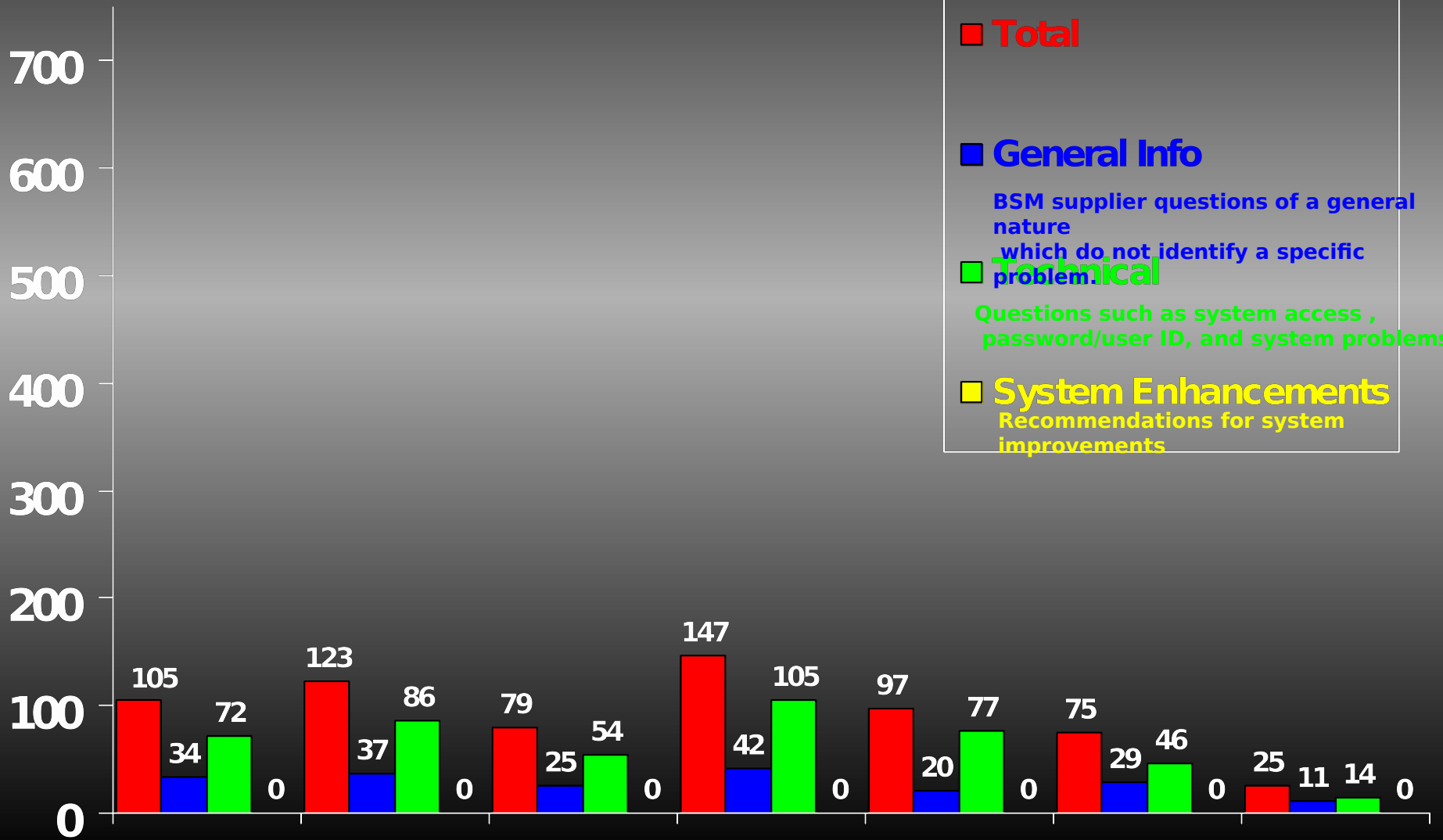




# SRweb RELATED CONTACTS

As of 15 Jan 04

DIVISION CONTACTS

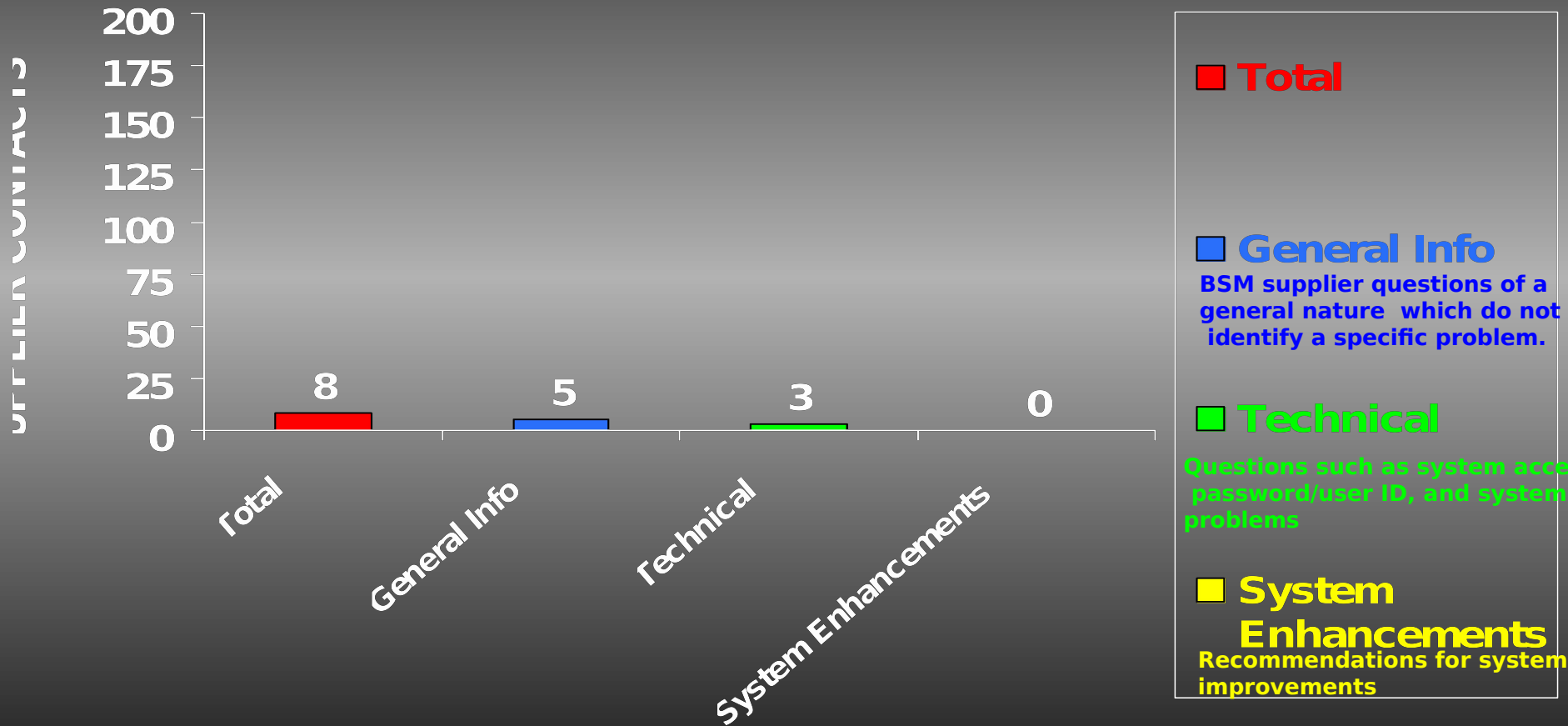


- **Total**
- **General Info**  
BSM supplier questions of a general nature which do not identify a specific problem.
- **Technical**  
Questions such as system access , password/user ID, and system problems
- **System Enhancements**  
Recommendations for system improvements



# SRweb RELATED CONTACTS

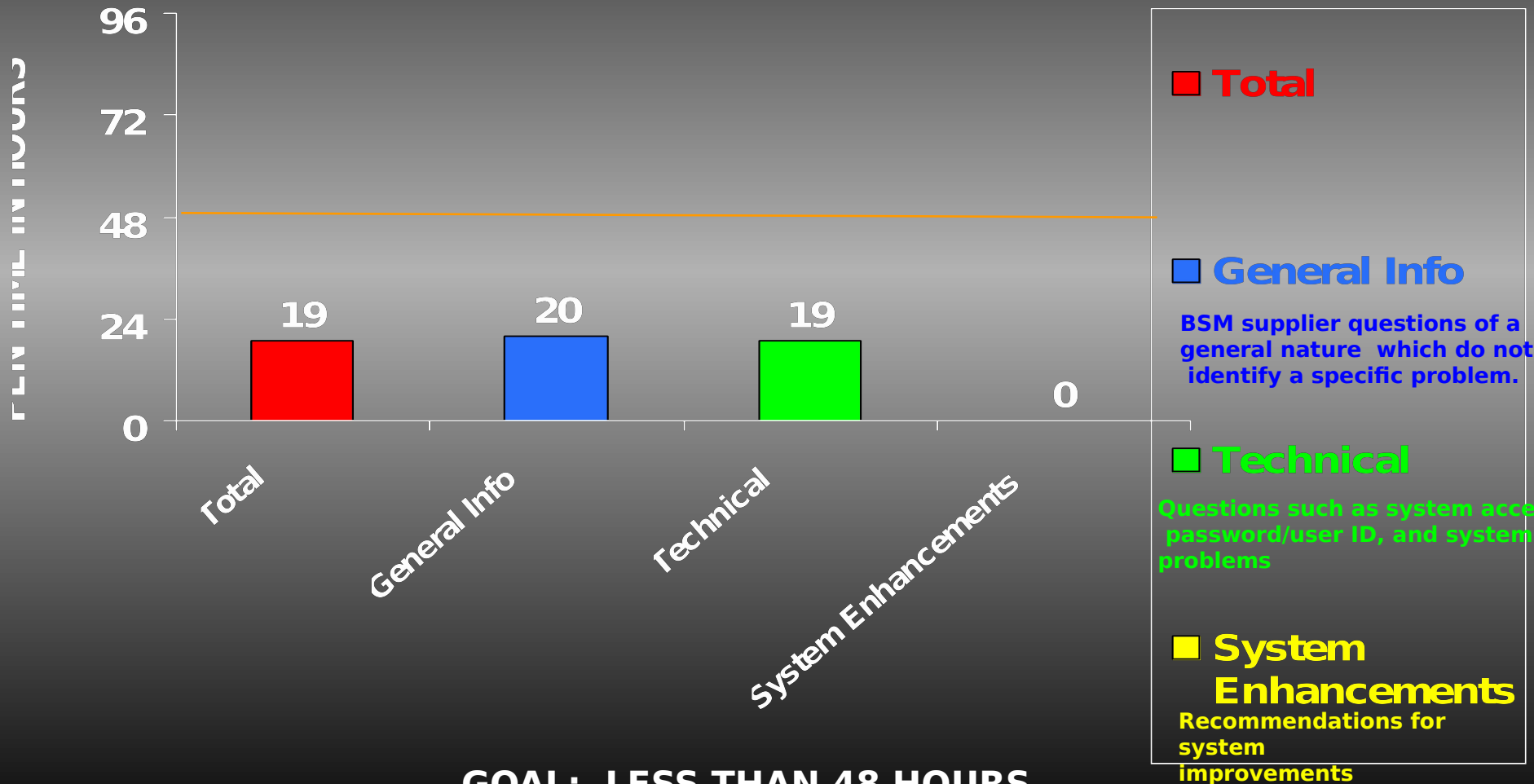
WEEK OF 9 - 15 Jan 04





# SRweb ISSUES

Average Resolution Time  
9 - 15 Jan 04

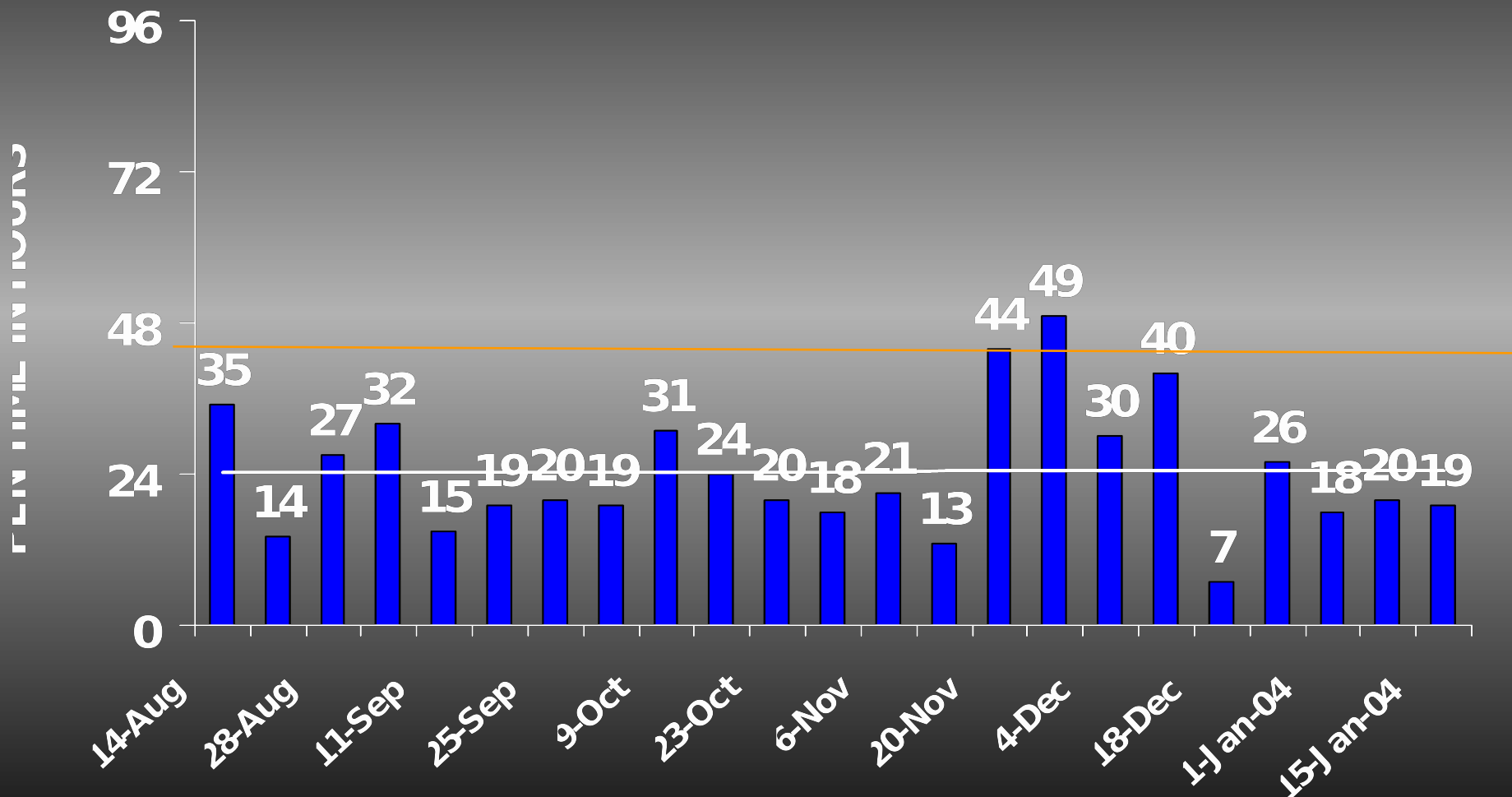


**GOAL: LESS THAN 48 HOURS**



# SRweb ISSUES

## Average Resolution Time (Trend)



**GOAL: LESS THAN 48 HOURS**



# AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR  
SUSPENSE

AS OF 15 Jan 04

